



Virginia Department of
Behavioral Health &
Developmental Services



The CONNECT Provider Portal DBHDS Licensing System

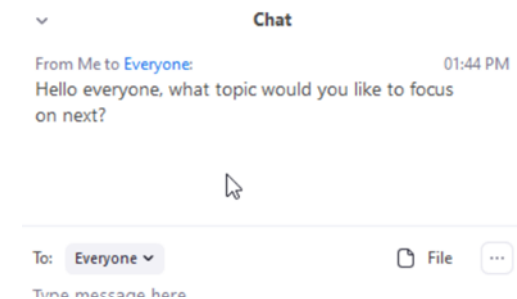
A presentation for the DBHDS Licensed Provider!

Please stand by during this brief period
of silence as we allow time for everyone
to join!

We will begin at 2:10PM.

Before we get started:

- Please mute your microphone
- Please turn off your camera
- The “Chat” Feature will NOT be utilized



Questions

Please post questions in the Q & A box.



This webinar is being recorded and the presentation, the recording and FAQs will be posted to the DBHDS Office of Licensing public webpage.

Agenda

- CONNECT and Key Changes for Licensed Providers
- How to register to access the Provider Portal
- Review the Provider Dashboard
- Review how to setup and manage your users
- Highlights of other provider portal features
- Getting Help
- Next steps



CONNECT Provider Portal Key Changes

Key Changes for the Licensed Provider

- **License Renewals** – Are now automated with system notifications 90 days prior to license expiration; the provider submits the renewal application along with proof of State Corporation Commission (SCC) through the CONNECT portal.
- **Service Modifications** – The provider submits a Service Modification through the CONNECT portal.
 - Note: Service Modifications are organized into 4 discrete menu options: Service Modification(Add Service), Location Modification (Add Service Location), Information Modification (e.g., Bed Capacity, etc.), and the Children's Information Modification.

Key Changes for the Licensed Provider

- **Licensing Reports** are issued and viewable through the CONNECT Portal.
- Providers are required to submit their **Corrective Action Plans (CAPs)** through the CONNECT portal.
 - Providers can view and print CAP Reports.
 - Providers can view HIPAA Forms online.

CHRIS Incident Reporting

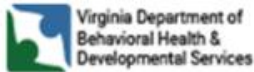
- **CHRIS Incident Reporting:** There are no key changes in requirements for providers to log into the CHRIS system for Serious Incident Reporting.
- **Late Reporting Licensing Reports** are issued and viewable through the CONNECT Portal.
 - Providers are required to submit their Corrective Action Plans (CAPs) through the CONNECT portal.
 - Any additional requirements resulting from the CONNECT and CHRIS integration will be addressed in forthcoming CHRIS training events for providers.

How do I Request a Login as a Licensed Provider

Video 102 - Provider How To - How do I request a Login as a Licensed Provider

CONNECT Login Launch Requirements

- ✓ Attend required training
 - ❑ **Provider sends the name and email of the Main Authorized Contact to licensingadmins@dbhds.virginia.gov (Memo sent 10/25).**
 - *If someone from your organization has already sent this information please do not send again.***
 - ❑ The Main Authorized Contact will receive an email invitation to login into the CONNECT Portal with the link for the website details to do so.
 - ❑ The Main Authorized Contact follows steps to request login.
 - ❑ The Main Authorized Contact receives a temporary password to login from CONNECT.
 - ❑ The Main Authorized Contact takes required video training and sets up additional provider organization users and Background Check Contacts.



Virginia Department of Behavioral Health and Developmental Services CONNECT Provider Portal Login

Welcome to the **Virginia Department of Behavioral Health and Developmental Services CONNECT Provider Portal** system.

The Provider Portal Dashboard provides access to applicant and licensed provider information online and allows direct communication with the Office of Licensing. Only authorized users can complete licensing tasks online including submitting applications, renewals and modifications, as well as Corrective Action Plan management.

If you are already registered and know your login information, please enter your email address and password, then click the **"Login"** button.

If you are a member of a licensed provider organization and do not have login information, or if you have lost your temporary login information, please select the **"Request Login"** button. Once approved as an authorized user for the CONNECT Provider Portal by your organization, you will receive a temporary password.

If you are a new applicant and you would like to begin the initial application or change of ownership application process, click the **"Register"** button.

[View Application Wait List](#)

Email Address

[Forgot Email Address?](#)

Password

[Forgot Password?](#)

[Back](#)

[Login](#)

[Request Login](#)

[Register](#)



*Indicates a required field

Orientation and Training

Instructions: Please click each of the links below to complete the CONNECT Provider Portal training. Links with a red asterisk are required and must be completed before continue to the next step of the registration process.

All training links on this screen will also be available on the Provider Portal Dashboard and you can reference back to them at any time.

CONNECT Provider Portal Training:

[How do I initiate a new application?](#)

[How do I view and print a Corrective Action Plan? *](#)

[How do I respond to my Corrective Action Plan? *](#)

[How do I know it is time to renew my license? *](#)

[How do I submit my renewal?](#)

[How do I manage additional CONNECT Portal Users?](#)

All first time portal users must go through required training.

Click on the link to download the required videos. The videos will play.

All CONNECT training videos library are always available for viewing from the provider dashboard.

I hereby attest that I have viewed and completed all applicable orientation and training pre

Signature: * Date:

Back

Next

Orientation and Training

Instructions: Please click each of the links below to complete the CONNECT Provider Portal training. Links with a red asterisk are required and must be completed before continue to the next step of the registration process.

All training links on this screen will also be available on the Provider Portal Dashboard and you can reference back to them at any time.

CONNECT Provider Portal Training:

[How do I initiate a new application?](#)

[How do I view and print a Corrective Action Plan? *](#)

[How do I respond to my Corrective Action Plan? *](#)

[How do I know it is time to renew my license? *](#)

[How do I submit my renewal?](#)

[How do I manage additional CONNECT Portal Users?](#)



I hereby attest that I have viewed and completed all applicable orientation and training presentations above.

Signature: * Date: *

All first time portal users must attest that they have viewed and completed any required training.

Enter in name and date, then click the Next button

Back

Next

* Indicates a required field



Virginia Department of Behavioral Health and Developmental Services CONNECT Provider Portal Login

Welcome to the **Virginia Department of Behavioral Health and Developmental Services CONNECT Provider Portal** system.

The Provider Portal Dashboard provides access to applicant and licensed provider information online and allows direct communication with the Office of Licensing. Users can complete licensing tasks online including submitting applications, renewals and modifications, as well as Corrective Action Plan management.

If you are already registered and know your login information, please enter your email address and password, then click the **"Login"** button.

If you are a member of a licensed provider organization and do not have login information, or if you have lost your temporary login information, please select the **"Request Login"** button. Once approved as an authorized user for the CONNECT Provider Portal by your organization, you will receive a temporary password.

If you are a new applicant and you would like to begin the initial application or change of ownership application process, click the **"Register"** button.

[View Application Wait List](#)

Email Address

*

[Forgot Email Address?](#)

Password

[Forgot Password?](#)

[Back](#)

[Login](#)

[Request Login](#)

[Register](#)

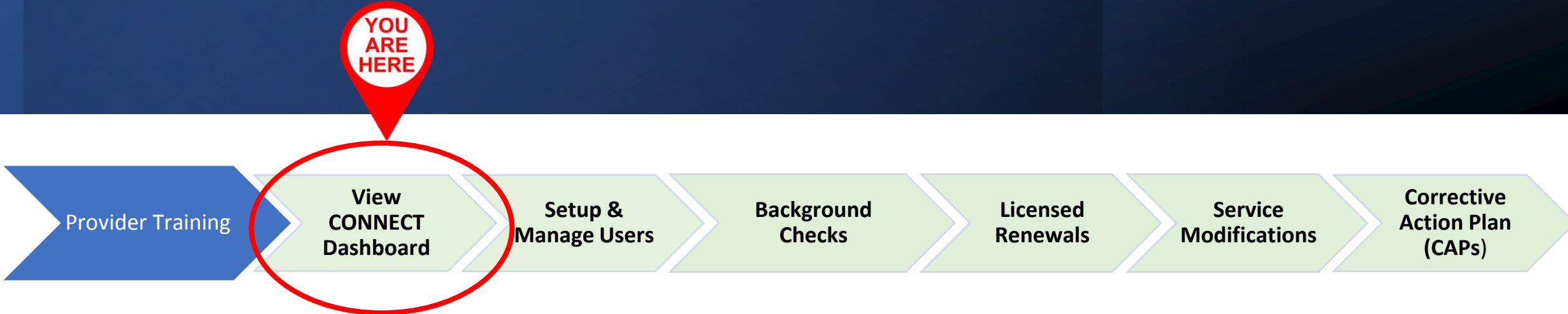
*Indicates a required field

You will return to the CONNECT Provider Portal login page.

You are now ready to login and add additional provider organization users. Enter your email address and password and click the Login to access the CONNECT Provider Portal.



View the CONNECT Dashboard



Click the Dashboard link to access the
Provider Dashboard

Provider Selection

In order to complete an initial provider application, renew a license, submit a modification, manage contacts, print license, or access the Provider Portal Dashboard you would like to access.

IMPORTANT: If you are applying for a change in ownership, you must submit the application under the new provider organization record that the license(s) will be issued to after the change in ownership takes place. If you see the provider organization with a Pending – Change of Ownership listed below, click the Dashboard link for that organization. Otherwise, click the “**Change of Ownership Application**” button below the table.

Provider Name	Provider Number	Status	Select
Amanda's Licensed Test Provider	0919	Active	Dashboard

Change of Ownership Application

Logout

Provider Portal Dashboard

Amanda's Licensed Test Provider - 0919

Log Out

Welcome to the Virginia Department of Behavioral Health and Developmental Services Provider Portal.

View Wait List

Please notify the Office of Licensing any time a change of ownership for this organization is going to take place by clicking [here](#).**Communication Center:**

The communication center allows you to correspond with the DBHDS Office of Licensing

[Correspondence Inbox](#) 7 ?[Messaging](#) 0 ?[Login Request](#) 0 ?

There is a Correspondence Inbox where you will find communications from the Office of Licensing, e.g., Renewal Notification

Use Messaging to contact staff within the Office of Licensing

Menu:

You may choose from the various options below to submit applications and modifications, as well as to manage organization contacts and respond to corrective action plans.

If a menu option is greyed out, then you may not have security access to the process, or the process is not available to the Provider Organization at this time. The Manage Authorized Contacts menu option below allows the organization to grant access and control security for each Provider Portal user.

If you need assistance navigating the processes available to you or the organization, please contact the organization's primary contact before contacting the DBHDS Office of Licensing for assistance.

- > [Manage Authorized Contacts](#) ?
- > [Initial Provider Application](#) ?
- > [Children's Residential Provider Application](#) ?
- > [Background Checks](#) ?

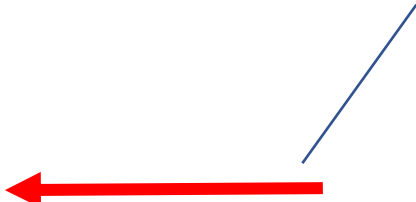
Menu:

You may choose from the various options below to submit applications and modifications, as well as to manage organization contacts and respond to corrective action plans.

If a menu option is greyed out, then you may not have security access to the process, or the process is not available to the Provider Organization at this time. The Manage Authorized Contacts menu option below allows the organization to grant access and control security for each Provider Portal user.

If you need assistance navigating the processes available to you or the organization, please contact the organization's primary contact before contacting the DBHDS Office of Licensing for assistance.

- [Manage Authorized Contacts?](#)
- Initial Provider Application?
- [Children's Residential Provider Application?](#)
- [Background Checks?](#)
- [Service Modification?](#)
- [Location Modification?](#)
- [Information Modification?](#)
- Information Modification – Children's Residential?
- [License Renewal?](#)
- [Corrective Action Plans?](#)
- [Print License?](#)
- [Change Login Information?](#)



Menus represent the services you have access to for conducting DBHDS licensing business.

Pending Applications: ?

From the Dashboard you can see all the services you are currently licensed for and the Renew options button is available within 90 days of license expiration.

Pending Modifications: ?

Type	Application Number	Description
Service Modification	0919-01-002	01-002 - DD Group Home Service

Active Licenses ?

License Type	License Number	Description	Period	
Provider License - Annual	0919		08/27/2021-08/26/2022	View/Add Location
Service License - Annual	0919-01-001	DD Group Home Service	08/27/2021-08/26/2022	Renew View/Add Location

Provider Owner(s)/Officer(s) ?

Name	Title	Address	Phone Number	Email	Percent Owned
Amanda Test	Test	1220 Bank Street Richmond, VA 23231	(804) 467-0406	amanda.shelton@dbhds.virginia.gov	100%

Authorized Contacts: ?

Name	Address	Phone Number	Email	Provider Portal Access
Lonnie T Bell	1220 Bank Street, Richmond, VA 23219	(804) 555-1212	lonnie.bell@dbhds.virginia.gov	Provider Portal Access
Amanda Shelton				Provider Portal Access

Mailing Address

1220 Bank St
Richmond , VA 23219

Physical Address

1220 Bank St
Richmond , VA 23219

Training Links:



CONNECT Provider Portal Training:

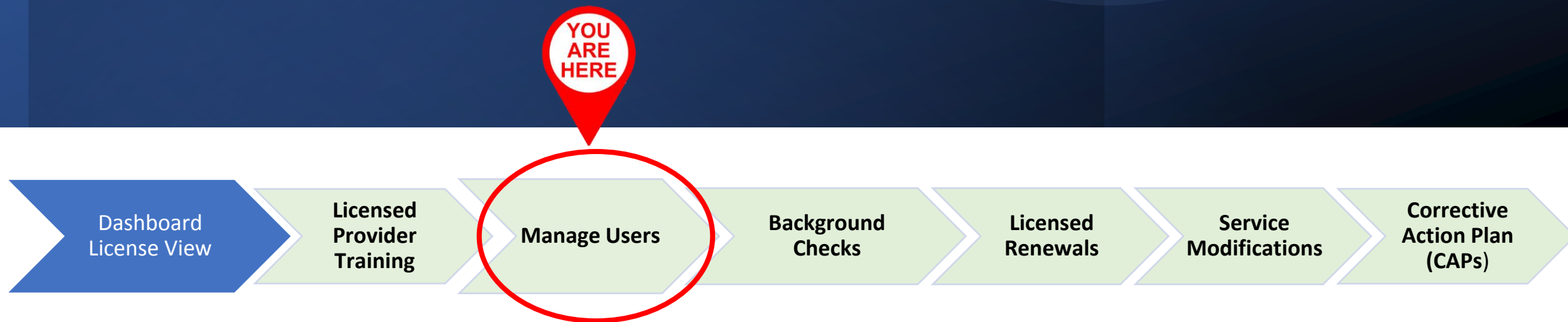
- [How do I manage additional CONNECT Portal Users?](#)
- [How do I manage Background Check Contacts?](#)
- [How do I check Background Check Status?](#)
- [How do I view and print a Corrective Action Plan?](#)
- [How do I respond to my Corrective Action Plan?](#)
- [How do I know it is time to renew my license?](#)
- [How do I submit my renewal?](#)
- [How do I submit a Service Modification?](#)
- [How do I submit an application to add a location to an existing service?](#)
- [How do I submit an Information Modification?](#)
- [What do I do if the Provider Portal will not accept my proposed date?](#)
- [How do I submit more than one Information Modification at a time?](#)
- [How do I initiate a new application?](#)
- [How do I submit my requirements?](#)
- [How do I know if my application is submitted and on the waitlist?](#)
- [How do I know if I need to respond to a deficient requirement?](#)

CONNECT Provider Portal Video Training
is always available from the provider
Dashboard



Virginia Department of
Behavioral Health &
Developmental Services

How do I Manage Additional Users



Video 103 – How do I Manage Additional CONNECT Portal Users


Menu:

You may choose from the various options below to submit applications and modifications, as well as to manage organization contacts and respond to corrective action plans.

If a menu option is greyed out, then you may not have security access to the process, or the process is not available to the Provider Organization at this time. The Manage Authorized Contacts menu option below allows the organization to grant access and control security for each Provider Portal user.

If you need assistance navigating the processes available to you or the organization, please contact the organization's primary contact before contacting the DBHDS Office of Licensing for assistance.

- [Manage Authorized Contacts?](#)
- [Initial Provider Application?](#)
- [Children's Residential Provider Application?](#)
- [Background Checks?](#)
- [Service Modification?](#)
- [Location Modification?](#)
- [Information Modification?](#)
- [Information Modification – Children's Residential?](#)
- [License Renewal?](#)
- [Corrective Action Plans?](#)
- [Print License?](#)
- [Change Login Information?](#)















The Main Authorized Contact will manage their provider contacts through the Manage Authorized Contacts link.

Menu:

You may choose from the various options below to submit applications and modifications, as well as to manage organization contacts and respond to corrective action plans.

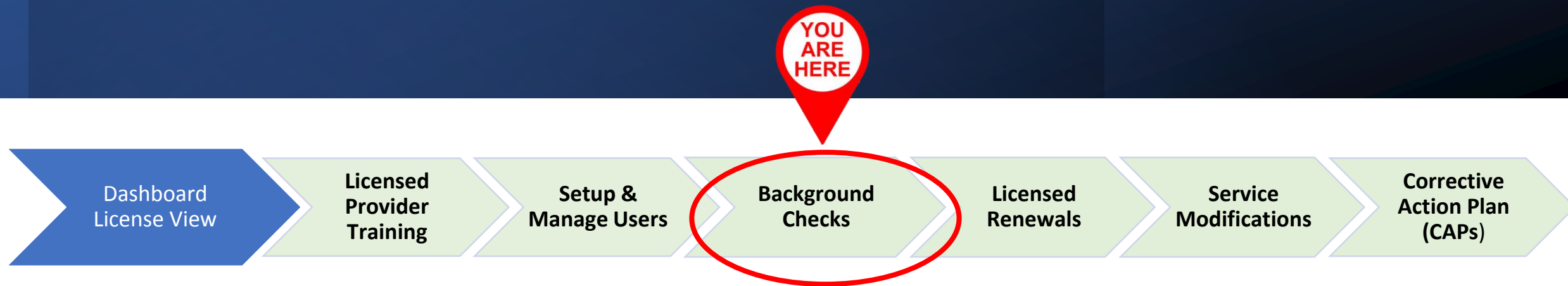
If a menu option is greyed out, then you may not have security access to the process, or the process is not available to the Provider Organization at this time. The Manage Authorized Contacts menu option below allows the organization to grant access and control security for each Provider Portal user.

If you need assistance navigating the processes available to you or the organization, please contact the organization's primary contact before contacting the DBHDS Office of Licensing for assistance.

- > [Manage Authorized Contacts](#) 
- > [Initial Provider Application](#)  View and manage all contacts for the Provider Organization. This includes managing contact information, access to the Provider Portal, and resetting Provider Portal passwords. Only users that have All Access to the Provider Portal can manage authorized contacts.
- > [Children's Residential Provider](#) 
- > [Background Checks](#) 
- > [Service Modification](#) 
- > [Location Modification](#) 
- > [Information Modification](#) 
- > [Information Modification – Children's Residential](#) 
- > [License Renewal](#) 
- > [Corrective Action Plans](#) 
- > [Print License](#) 
- > [Change Login Information](#) 

You can also hover you mouse over the Menu [?] for more information on what is available under each menu

Background Checks



Video 201 – How do I Manage Background Check Contacts

Video 202 – How do I Check Background Check Status


Menu:

You may choose from the various options below to submit applications and modifications, as well as to manage organization contacts and respond to corrective action plans.

If a menu option is greyed out, then you may not have security access to the process, or the process is not available to the Provider Organization at this time. The Manage Authorized Contacts menu option below allows the organization to grant access and control security for each Provider Portal user.

If you need assistance navigating the processes available to you or the organization, please contact the organization's primary contact before contacting the DBHDS Office of Licensing for assistance.

- [Manage Authorized Contacts?](#)
- [Initial Provider Application?](#)
- [Children's Residential Provider Application?](#)
- [Background Checks?](#)
- [Service Modification?](#)
- [Location Modification?](#)
- [Information Modification?](#)
- [Information Modification – Children's Residential?](#)
- [License Renewal?](#)
- [Corrective Action Plans?](#)
- [Print License?](#)
- [Change Login Information?](#)



Your Background Check Contact(s) will be transferred into CONNECT and you will verify, update and/or add additional Background Check Contact(s) as needed.

The status for each individual background check result(s) are viewable from the portal.

Background Checks

Please indicate if the new contact is for the organization, or for specific location(s), then click "**Next**" to continue. If "Contact for Provider Organization" is selected, then all eligibility rulings from the Background Investigation Unit will be sent to the new contact added. If "Contact for Location" is selected, then eligibility rulings will be sent to the contact indicated when fingerprints are submitted to Fieldprint.

If a new contact is added to the organization or a location that already has a contact listed, then the system will prompt you to select a contact. There may only be one contact for the organization and for each location at a time.

Contact for Provider Organization ☒

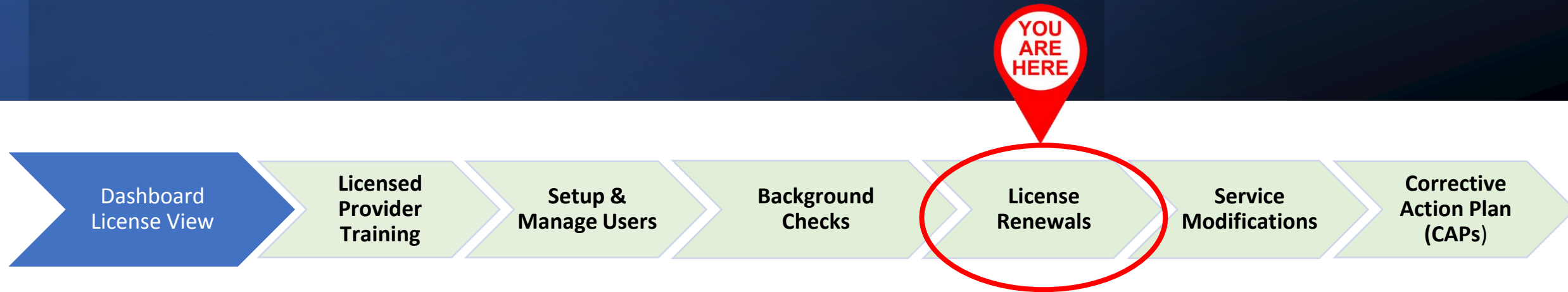
Contact for Location ☐

Back

Next

Contacts can be defined by Provider Organization and by Location

License Renewals



Menu:

You may choose from the various options below to submit applications and modifications, as well as to manage organization contacts and respond to corrective action plans.

If a menu option is greyed out, then you may not have security access to the process, or the process is not available to the Provider Organization at this time. The Manage Authorized Contacts menu option below allows the organization to grant access and control security for each Provider Portal user.

If you need assistance navigating the processes available to you or the organization, please contact the organization's primary contact before contacting the DBHDS Office of Licensing for assistance.

- [Manage Authorized Contacts?](#)
- [Initial Provider Application?](#)
- [Children's Residential Provider Application?](#)
- [Background Checks?](#)
- [Service Modification?](#)
- [Location Modification?](#)
- [Information Modification?](#)
- [Information Modification – Children's Residential?](#)
- [License Renewal?](#)
- [Corrective Action Plans?](#)
- [Print License?](#)
- [Change Login Information?](#)

On the 90th day prior to License expiration the CONNECT Portal will update renewal information for license(s)

Communication Center

Date Received	Subject	View	De
09/01/2021	GAP Issued Letter	Open	<input type="checkbox"/>
08/31/2021	Renewal Notice	Open	<input type="checkbox"/>
08/28/2021	License Addendum	Open	<input type="checkbox"/>
08/28/2021	License Wall Certificate	Open	<input type="checkbox"/>
08/27/2021	Pending Letter	Open	<input type="checkbox"/>
08/27/2021	On-Site Inspection Preparation Checklist Request Letter	Open	<input type="checkbox"/>
08/27/2021	Non-Childrens Assigned to LS Letter	Open	<input type="checkbox"/>

[Return to Dashboard](#)[Save](#)

You will also receive a renewal notification email along with a correspondence in the portal communication center.

Active Licenses

License Type	License Number	Description	Period
Provider License - Annual	0919		08/27/2021-08/26/2022
Service License - Annual	0919-01-001	DD Group Home Service	08/27/2021-08/26/2022

View/Add Location

Renew

View/Add Location

Menu:

You may choose from the various options below to submit applications and modifications, as well as to manage organization contacts and respond to corrective action plans.

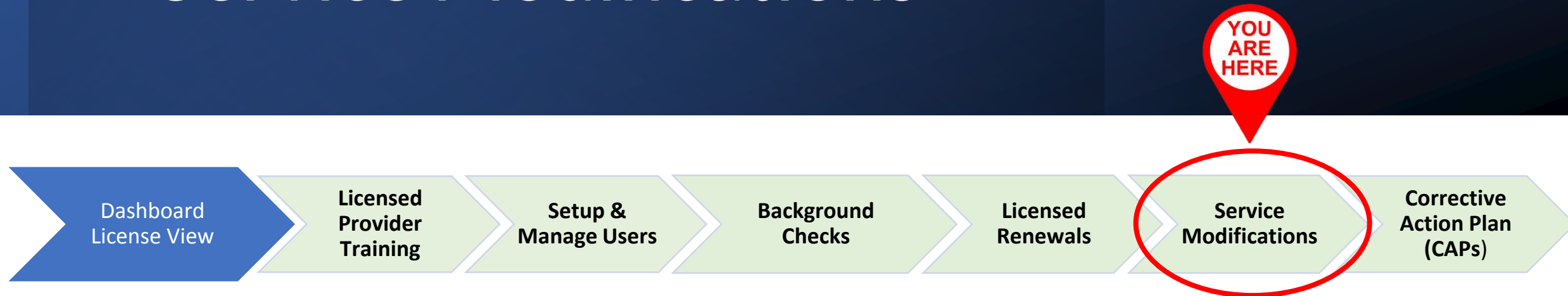
If a menu option is greyed out, then you may not have security access to the process, or the process is not available to the Provider Organization at this time. The Manage Authorized Contacts menu option below allows the organization to grant access and control security for each Provider Portal user.

If you need assistance navigating the processes available to you or the organization, please contact the organization's primary contact before contacting the DBHDS Office of Licensing for assistance.

- [Manage Authorized Contacts?](#)
- [Initial Provider Application?](#)
- [Children's Residential Provider Application?](#)
- [Background Checks?](#)
- [Service Modification?](#)
- [Location Modification?](#)
- [Information Modification?](#)
- [Information Modification – Children's Residential?](#)
- [License Renewal?](#)
- [Corrective Action Plans?](#)
- [Print License?](#)
- [Change Login Information?](#)

Once licensed are approved for renewal, providers can now view and print licenses.

Service Modifications



Menu:

You may choose from the various options below to submit applications and modifications, as well as to manage organization contacts and respond to corrective action plans.

If a menu option is greyed out, then you may not have security access to the process, or the process is not available to the Provider Organization at this time. The Manage Authorized Contacts menu option below allows the organization to grant access and control security for each Provider Portal user.

If you need assistance navigating the processes available to you or the organization, please contact the organization's primary contact before contacting the DBHDS Office of Licensing for assistance.

- [Manage Authorized Contacts?](#)
- [Initial Provider Application?](#)
- [Children's Residential Provider Application?](#)
- [Background Checks?](#)
- [Service Modification?](#)
- [Location Modification?](#)
- [Information Modification?](#)
- [Information Modification – Children's Residential?](#)
- [License Renewal?](#)
- [Corrective Action Plans?](#)
- [Print License?](#)
- [Change Login Information?](#)

Service Modification are organized into 4 discrete categories with specific menu links.

Please select the service that you are applying for, and then click "**Next**" to continue

IMPORTANT: Please ensure that the service selected is the correct one. Once this application is submitted you will not be able to change the service/program you are applying for. If an application is submitted with the wrong service, the application will need to be withdrawn and a new application will need to be submitted.

Service/Program	Description	Licensed As	Select
01-002	DD Group Home Service	A developmental disability residential group home service for adults	<input type="radio"/>
01-003	MH/SA Group Home Service	A mental health residential group home service for adults	<input type="radio"/>
01-004	Group Home Service - REACH	A residential group home with crisis stabilization REACH service for adults with co-occurring diagnosis of developmental disability and behavioral health needs	<input type="radio"/>
01-005	ICF-IID	An intermediate care facility for individuals with an intellectual disability (ICF-IID) residential service for adults	<input type="radio"/>
01-007	Brain Injury Residential Tx Service	A brain injury residential treatment center for adults	<input type="radio"/>
01-011	DD Supervised Living Service	A developmental disability supervised living residential service for adults	<input type="radio"/>
01-012	MH Supervised Living Service	A mental health supervised living residential service for adults	<input type="radio"/>
01-014	MH Supervised Living Service	A mental health supervised living residential service for adults	<input type="radio"/>
01-019	MH Crisis Stabilization Service	A mental health residential crisis stabilization service for adults	<input type="radio"/>
01-020	MH Crisis Stabilization Service	A mental health residential crisis stabilization service for children and adolescents	<input type="radio"/>
01-022	DD Crisis Stabilization - Residential	A developmental disability residential crisis stabilization service	<input type="radio"/>
01-023	MH Crisis Stabilization - Residential	A mental health residential crisis stabilization service	<input type="radio"/>
01-036	DD Residential Respite Service	A developmental disability residential respite service for adults	<input type="radio"/>
01-037	DD Residential Respite Service	A developmental disability residential respite service for children and adolescents	<input type="radio"/>
01-041	DD Group Home Service - REACH	A residential group home with crisis stabilization REACH service for children and adolescents with co-occurring diagnosis of developmental disability and behavioral health needs	<input type="radio"/>
01-043	SA Clinically Managed High-Intensity Residential Service	ASAM Level 3.5: Clinically managed high-intensity residential care for adults	<input type="radio"/>
01-044	SA Specific High-Intensity Residential Service	ASAM Level 3.3: Specific high-intensity residential service for adults	<input type="radio"/>
01-045	SA Clinically Managed Low-Intensity Residential Service	ASAM Level 3.1: Clinically managed low-intensity residential care for adults	<input type="radio"/>
02-004	DD Center-Based Respite Service	A developmental disability center-based respite service (children, adolescent, and/or adults)	<input type="radio"/>
02-006	DD Day Support Service	A developmental disability center-based day support service for adults	<input type="radio"/>
02-007	DD Day Support Service	A developmental disability center-based day support service for children and adolescents	<input type="radio"/>
02-008	DD Day Support Service	A developmental disability non center-based day support service for adults	<input type="radio"/>

Add a Service by selecting the Service/Program and the menus will walk you through the requirements before you can submit request.



Requirements Checklist

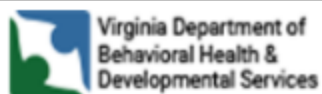
The requirements below are required for submission of the application, except where indicated as optional. You will not be able to submit the application until these requirements are met and show a status of Pending Review or Complete.

Once your application is submitted, the status of the requirements will be updated as they are reviewed by the Office of Licensing. It is possible that even after a requirement is set to **Reviewed**; it could be set back to **Deficient** at a later date. If this occurs, you will be notified and prompted to update the information to meet the requirement. Once you have updated each **Deficient** requirement, click "**Submit Service Modification**".

NOTE: Application progress is automatically saved each time you select the "**Next**" button throughout this process. You may exit and continue the application anytime.

Requirement	Status
Service Program Information	Incomplete
Upload Service Description	Incomplete
Upload Evidence of Financial Resources for 90 Days	Incomplete
Upload Proposed Working Budget	Incomplete
Upload Proposed Staffing Plan	Incomplete
Upload Position Descriptions	Incomplete
Upload Staff Resumes	Incomplete
Add Location	Incomplete
Add Location Property Owner (optional)	Incomplete
Add Location Manager	Incomplete
Upload Certificate of Occupancy	Incomplete
Upload Building Floor Plan	Incomplete
Upload Current Fire Inspection	Incomplete
Upload Current Health Inspection	Incomplete

The Service Modification will step you through a Requirement Checklist of information and documents required to be submitted for the application review



Modification Documents Upload

Please upload the required documentation for each of the items listed below.

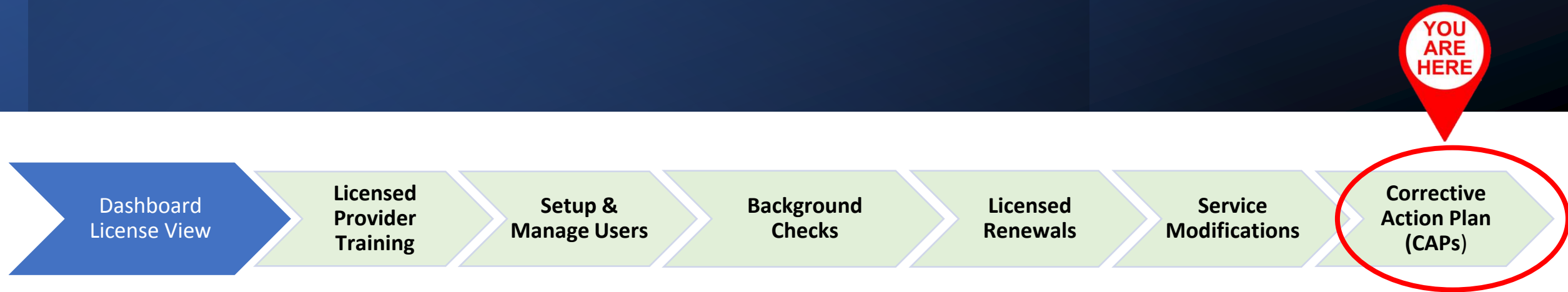
Service Description	Upload Document
Evidence of Financial Resources for 90 Days	Upload Document
Proposed Staffing Plan	Upload Document
Proposed Working Budget	Upload Document
Certificate of Occupancy	Upload Document
Building Floor Plan	Upload Document
Current Fire Inspection	Upload Document
Current Health Inspection	Upload Document

The Service Modification will provide links to upload all required documentation.

Back

Next

Corrective Action Plan



Menu:

You may choose from the various options below to submit applications and modifications, as well as to manage organization contacts and respond to corrective action plans.

If a menu option is greyed out, then you may not have security access to the process, or the process is not available to the Provider Organization at this time. The Manage Authorized Contacts menu option below allows the organization to grant access and control security for each Provider Portal user.

If you need assistance navigating the processes available to you or the organization, please contact the organization's primary contact before contacting the DBHDS Office of Licensing for assistance.

- [Manage Authorized Contacts?](#)
- [Initial Provider Application?](#)
- [Children's Residential Provider Application?](#)
- [Background Checks?](#)
- [Service Modification?](#)
- [Location Modification?](#)
- [Information Modification?](#)
- [Information Modification – Children's Residential?](#)
- [License Renewal?](#)
- [Corrective Action Plans?](#)
- [Print License?](#)
- [Change Login Information?](#)

Providers will get an automatic email sent to go log into CONNECT indicating a Licensing Report has been issued.

Providers are required to log into CONNECT to complete their Corrective Action Plans

Three days before the CAP Due Date, if you have not responded, you will get an automatic reminder you have to respond to your CAP.

Inspection History

Inspection Date	Service	Location	Due Date	Status	
10/25/2021	01-001 - DD Group Home Service	Amanda Test Provider Location 1220 Bank Street Richmond, VA 23219	11/16/2021	Issued	View CAP
09/01/2021	01-002 - DD Group Home Service	Amanda's Service Modification 2 1235 Bank Street Richmond, VA 23219	09/23/2021	Approved	View CAP
	01-001 - DD Group Home Service			Complete - No Violations	View CAP

[Return to Dashboard](#)

Providers will be able to view all Licensing Reports from the CONNECT Portal and respond to any issued CAPs.

Print CAP

[How to Respond to a CAP](#)

[Request Extension](#)

CAP Due Date: 11/16/2021

[View Due Date History](#)

License #: 0919-01-001

Date of Inspection: 10/25/2021

Organization Name: Amanda's Licensed Test Provider

Program Type/Facility Name: 01-001 - Amanda Test Provider Location

[View ID HIPAA Form](#)

[View Medication HIPAA Form](#)

Instructions:

Review the Office of Licensing guidance to aide in the acceptance

- DO refer to staff by staff roles and/or employee identifiers refer
- DO ensure your responses to the CAP do not violate HIPAA p
- DO enter any new information after you have edited the previ
- DO provide: a statement of the issue that led to non-compliance; a statement of the steps you remain in compliance of the regulation; and include Staff
- If the **Edit Response** link displays, edit the previously submit
- DO NOT change the original response beyond the specific ite

Providers can view HIPAA Forms
Enter and Edit Responses to CAPS
Submit CAP responses to the Office of
Licensing

CAP details.

atic (process/protocols) that have been or will be implemented to ensure
ance with the regulation; and indicate the frequency for monitoring the plan

response indicating you have made the edit.

Corrective Action Plan

Standard(s) Cited	Comp	Description of Non-Compliance	Actions to be Taken	Planned Completion Date	Status
12VAC35-105-280. F. Adequate hot and cold running water of a safe and appropriate temperature shall be available. Hot water accessible to individuals being served shall be maintained within a range of 100-110°F. If temperatures cannot be maintained within the specified range, the provider shall make provisions for protecting individuals from injury due to scalding.	Non-Compliant	Amanda Test Provider Location This regulation was NOT MET as evidenced by: Water temperature too cold			Pending Response

[Enter Response](#)

General Comments / Recommendations:

Please check that your responses are complete before submitting to the Office of Licensing.
You may NOT make changes to your CAP Response once you click the "Submit CAP" button.

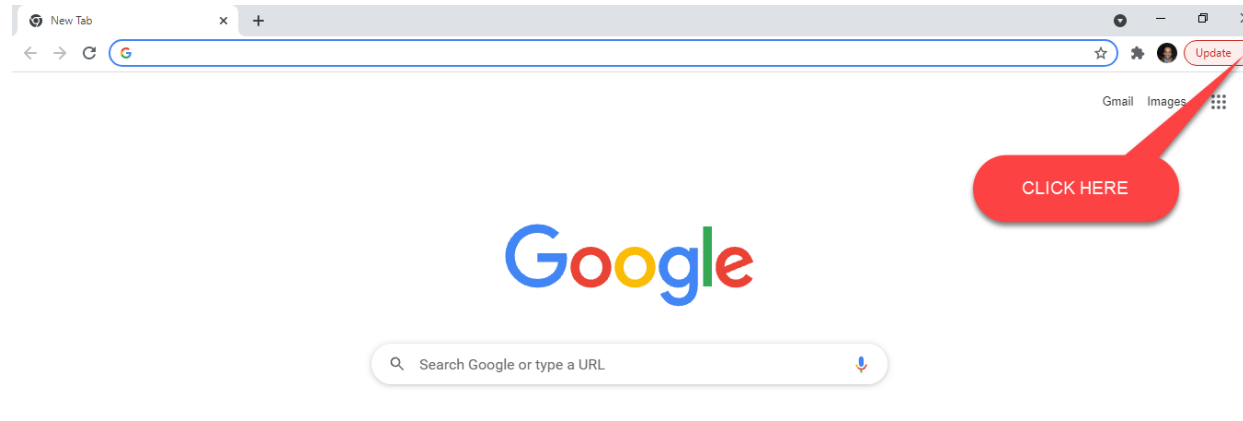
Back

Save and Close

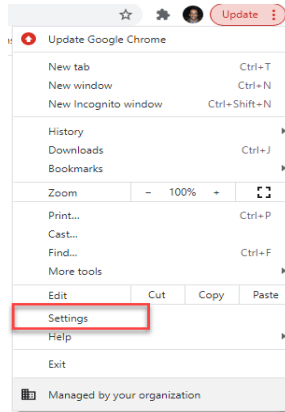
Submit CAP

Important Reminder: Disable Popup Blocker

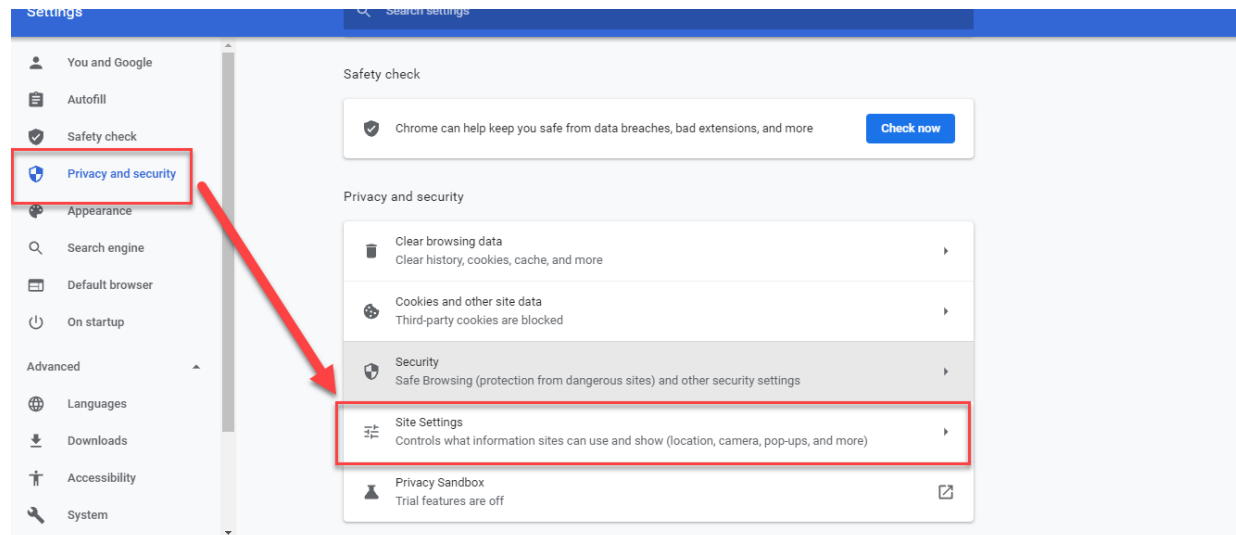
- In order to successfully utilize the CONNECT system, you will need to disable your popup blocker.
- **Step 1** – Open your CHROME Browser.
- **Step 2** – In the upper right-hand corner, click the three vertical dots.



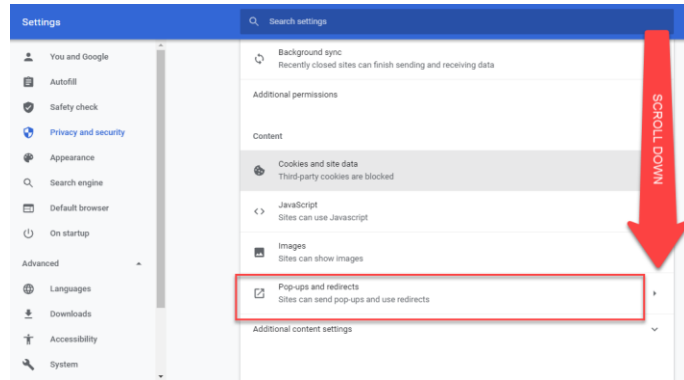
- **Step 3** – Select Settings.



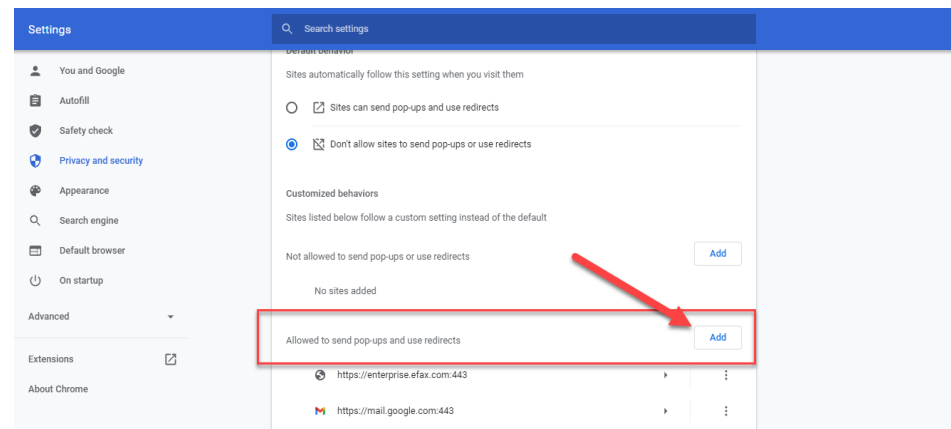
- **Step 4** - Scroll down to “Privacy and security,” and select **Site Settings**.



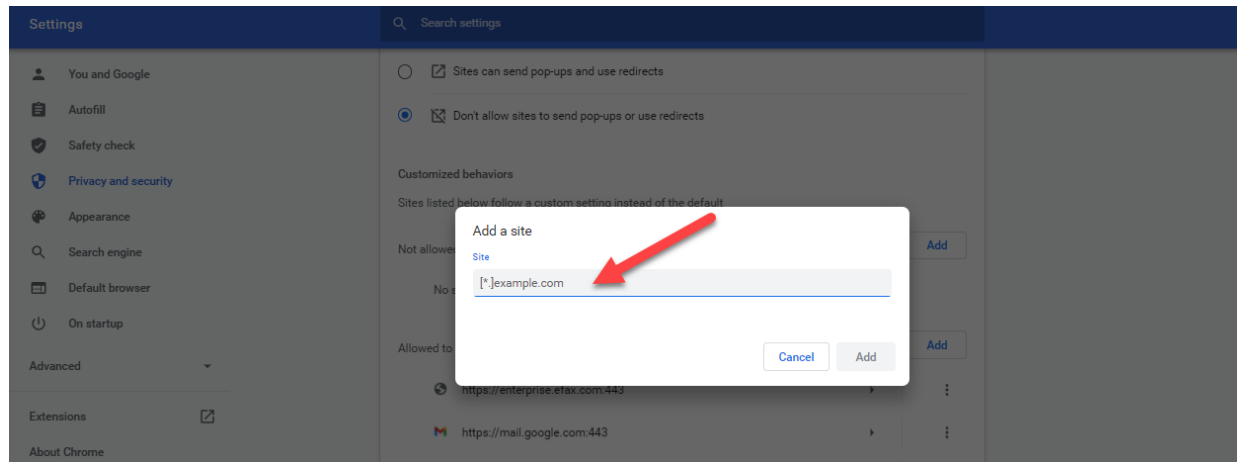
- **Step 5** - Scroll down and click on Pop-Ups and Redirects.



- **Step 6** - Click on the ADD button to add the website you wish to allow pop-ups for.



- **Step 7** - Enter the following URL <https://vadbhdsprod.glsuite.us/>, and click on Add, to allow all pop ups from CONNECT.



- **Now, your browser is ready to allow pop-ups!**



Summary



CONNECT Help Desk

DBHDS CONNECT HELP DESK

804-215-2190

Operation Hours:

Monday - Friday

7AM – 6PM Eastern

Weekend Hours

10AM – 4PM Eastern

Next Actions

- Send Main Authorized Contact name and email, if your organization has not already done so, to licensingadminsupport@dbhds.virginia.gov.
- Look for invitation to login into Portal and get authorized.
- Manage Users and Set Up Background Contacts.
- Register for Constant Contact to receive future training invitations for the CONNECT Provider Portal.
- Please ensure you and all your staff review all the CONNECT Provider Video Trainings.
- Use the CONNECT Help Desk if you are having technical difficulties.



Virginia Department of
Behavioral Health &
Developmental Services

Questions & Answers

Questions:

1. Can the provider have more than one Main Authorized Contact?

2. Is there a limit to how many CONNECT users an organization may have?

- 1. No. The provider can only identify one Main Authorized Contact who will be granted All Access. However, the Main Authorized Contact can set up additional users to also have All Access. The Main Authorized Contact can be changed by the provider at any time.
- 2. There is not a limit to how many CONNECT users an organization may have.

Question: Is the Provider # displayed in portal the same as the license number?

- Yes, the Provider # that displays in CONNECT is the 3 or 4 digit organization license number; and it is the first portion of the service license numbers.

Service License - Annual	091901-001
--------------------------	------------

Question:
Will you be
notified when
you have
correspondence
in CONNECT
via email?

- Yes, email notifications will be sent to the main authorized contact anytime there is a new message or correspondence on the provider portal dashboard. The notification will direct you to sign into the portal to view the new message or correspondence. Any person who has access to the communications portal will be able to review the correspondence.

Question:
Do we still
need to utilize
Fieldprint for
background
checks?

- Everything concerning Fieldprint will remain the same.

Question:
Does the
CONNECT
Portal provide
any service
regarding
Central Registry
Searches?

- No, there is no interface between DSS and CONNECT for Central Registry Searches.

Question: Where will the training videos be located for review?

- All Provider Training Videos are available to CONNECT Portal Users from the Provider Dashboard. All Users must view the required training videos indicated by the asterisk (*) upon their first login.

Question: What can you expect next now that you attended the CONNECT Portal Training?

- If your provider has already identified the Main Authorized Contact and submitted the contact information via email to DBHDS, an invitation to log into CONNECT will be sent to the Main Authorized Contact.
- The Main Authorized Contact should follow the link to the Connect Portal and click the Request Login button.



Virginia Department of
Behavioral Health &
Developmental Services

Thank you